THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI RAJESH PILOT): (a) Yes, Sir. The number of four-wheeler vehicles are registered by Delhi Transport Authority has increased from 1,63,161 as on 31-1-85 to 2,14,673 as on 31-1-87.

(b) The number of registered 4-wheeler vehicles in Bombay is 3,06,684 as on 1-3-87. According to the available figures, the number of such vehicles in Calcutta and Madras is 1,99,297 and 50,728, respectively, as on 1-1-85.

(c) The continuously growing traffic demand of a growing city coupled with increased availability of economical makes of such four wheelers are reflected in the growing number.

Utilisation of aircraft by Indian Airlines and Air-India

1726. SHRI RAJNI RANJAN SAHU: Will the Minister of CIVIL AVIATION be pleased to refer to the answer to Unstarred Question No. 206 given in the Rajya Sabha on 25 Feb., 1987 and state what is the percentage of utilisation of aircrafts in Air India and Indian Airlines respectively during the last one year?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI JAGDISH TYTLER): The aircraft utilization is normally worked out on the basis of number of hours per aircraft per day.

The average aircraft utilization during 1986 of Air India and Indian Airlines fleet has been as under:—

	Aircraft type	Average flying hours per aircraft per day
Indian Airlines	A 300	7.82
	B-737	8.40
	F-27	5.61
	HS-748	6.05
Air India	Boeing 747-200	10.13
	Airbus A30084	8.54
	Airbus 3A310-300 (Average for the period April/December, 1986 as the aircraft was inducted into the fleet gradually from April, 1986).	6.81

Complaints from travelling public

1727. DR. MOHD. HASHIM KIDWAI: Will the Minister of RAILWAYS be pleased to state:

(a) the number of complaints received from the travelling public during the year 1985-86 and the current financial year, Zone-wise;

(b) the details of action taken in redressal of these complaints against the railway employees; and

(c) the details of the proposed public grievances redressal cell to be set up by the Railways?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA): (a) A statement is attached (*See* below).

(b) Disciplinary action has been taken against 1987 Railway employees found at fault in respect of public complaints during 1986-87 (upto February 1987)

(c) The public grievance redressal machinery has been placed under the charge of Additional Divisional Railway Manager on the Divisons and Additional General Manager on the Zonal Railways. The aim is to deal symapthetically and quickly with complaints of rail users and to take measures to remove the root causes thereof.

Statement

Zone-wise number of complaints received

Zone	Number of complaints received	
	1985-86	1986-87 (April '86 to February '87)
Central	4,479	2,483
Eastern	1,836	2.749
Northern	7,322	7,211
North Eastern	2,014	1,340
Northeast Frontier	330	204
Southern	1,569	1,807
South Central	4,744	1,576
South Eastern	1,716	2,014
Western	547	840
TOTAL	24,557	20,224

Working of Mahanagar Telephone Nigam, Bombay

1728. DR. BAPU KALDATE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have taken note of a news item appearing in the Times of India, Bombay dated February 2, 1987 in connection with the working of the Mahanagar Telephone Nigam Ltd., Bombay;

(b) if so, what are the details thereto; and

(c) what steps Government propose to take to streamline the working of the Mahanagar Telephone Nigam Limited in the country and especially in Bombay?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI SANTOSH MOHAN DEV): (a) Yes, Sir.

(b) The news item pertained to the delay in answering by the telephone operators manning the boards of demand trunk services to Panwel.

(c) Several long-term measures have been planned for improvement. Some of the long-term measures are:—

Special training programmes are being designed with the help of the National Productivity Council to bring about a change in attiude and a new work culture in the staff.

For manual trunk services, a computarised system has been planned to improve the effectiveness of operators.